

Energy Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

February 2017

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC917	Commerce Energy, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
ELC913	Golden State Water Company	Billing	High Bill	1
			Total ICs	1
ELC998	Lancaster Choice Energy	Billing	High Bill	1
			Total ICs	1
ELC6	Marin Clean Energy	Billing	Other Charges	1
			Total ICs	1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	6
		Billing	Bill Not Received	5
		Billing	Disputed Customer of Record	7
		Billing	Electric Service Provider Contract Termination	1
		Billing	Energy Diversion	2
		Billing	Estimated Billing	5
		Billing	High Bill	220
		Billing	Meter Inaccuracy	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	13
		Billing	Payment Arrangements	4
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Safety	5
		Policy and Practices	SMART METER	1
		Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Rates	Rate Protest	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	4
		Service	Outage	13
Service	Refusal To Serve	2		
			Total ICs	308
ELC901	PacifiCorp	Billing	Bill Adjustment	1
		Billing	High Bill	9
		Billing	Meter Reading Issue	1
		Billing	Payment Arrangements	1
			Total ICs	12

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric	Billing	Crossed Meter Billing	1
		Billing	Disputed Customer of Record	3
		Billing	High Bill	12
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Policy and Practices	SMART METER	1
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
				Total ICs
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Adjustment	2
		Billing	Bill Not Received	2
		Billing	Deposits	5
		Billing	Disputed Customer of Record	6
		Billing	Estimated Billing	3
		Billing	High Bill	30
		Billing	Meter Reading Issue	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	3
		Billing	Payment Error	1
		Policy and Practices	Safety	3
		Public Purpose Programs	CARE Recertification	4
		Public Purpose Programs	Net Energy Metering (NEM)	4
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	4
		Service	Outage	11
		Service	Refusal To Serve	1
		Total ICs	86	
GAS904	Southern California Gas Company	Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	6
		Billing	High Bill	13
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	6
		Service	Outage	2
		Total ICs	45	
GAS905	Southwest Gas Corporation	Billing	High Bill	1
		Billing	Payment Error	1
				Total ICs
			Total ICs Sent ¹	481

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.